

BUSINESS PARTNER BRIEF

APRIL 2021



Director's Message

Springtime after a long winter can be rejuvenating. This year it's especially invigorating as Long Beach just moved into the State's less restrictive Orange Tier, our airline partners launched flights to multiple new destinations, and federal emergency relief to airports is on the horizon. As we continue to navigate the new normal, I'm grateful that each of you is part of our Airport business community. Together, we will continue to soar to great heights! - Cynthia Guidry

Inaugural Flights Take Off from LGB

We're delighted to celebrate several new destinations with two of our airlines. In addition to Hawaiian Airlines' new Maui flight, Southwest initiated service to Chicago, Dallas, Honolulu, Houston, Maui, Reno and St. Louis. With four daily flights to Hawaii, LGB is now a major launching point for vacations to the islands! And later this month, American Airlines will launch new nonstop service to Dallas-Fort Worth, bringing the number of cities with nonstop service from Long Beach Airport to 16!



LGB Business Partner Spotlight: Paradies Lagardère Dining

This month we'd like to introduce Kuldip Johal, the Flagship General Manager for Paradies Lagardère Dining at Long Beach Airport. Kuldip has worked at several airports along the West Coast, including Vancouver International Airport, San Diego International Airport, John Wayne Airport and LAX; needless to say, LGB is her favorite! At each airport, she's had the privilege of working as a leader who invested time and heart into her teams to ensure guests receive stellar service.



Q: Can you tell us about Paradies Lagardère Dining?

A: At Paradies Lagardère, we are passionate about connecting with our guests at all levels, whether that's inspiring restaurant designs, live entertainment or top-notch culinary offerings. As LGB's concessionaire, we operate seven dining establishments, all located post-security. We pride ourselves on providing innovative experiences and great atmospheres, such as the relaxing fire pit lounge at 4th Street Vine. We model ourselves as the Best Guest Service Entrepreneur in the industry and thrive on making our valued guests' visits memorable.

Q: How has COVID-19 affected your business?

A: Our team has quickly pivoted in light of the pandemic to ensure the safety and health of all guests. From a dining point of view, we have redesigned our menus and carry-out options to ease the minds of our guests, are utilizing touchless payment options, taking temperature screenings of all staff and have enhanced our cleaning and maintenance. We are continuing to grow and enhance our commitment to safety and will soon be providing touchless menus for all guests. Regardless of our situation or the challenges we face, our goal is always to build a strong partnership with Long Beach Airport and ultimately focus on guest safety, service and satisfaction.

Q: What do you like best about being part of the LGB community?

A: I value the tight-knit community and friendly atmosphere. The airport is a beautiful structure and layout, conducive to flexibility, allowing us to take in the beautiful environment no matter where in the terminal you are. Truly, you feel the spirit of Long Beach throughout the airport given its innovative design and the diversity of airport colleagues and travelers.

Q: Anything else you'd like to share with your fellow LGB business partners?

A: We have navigated a challenging year, yet we've continued to focus on our guests. First and foremost, the safe and responsible operation of our restaurants, followed by delivering positive experiences, have been our top priorities. LGB's overall airport and concessions program is an award-winning operation and we are excited and privileged to contribute to that with our great restaurants, retail stores and associates.

Pandemic-Inspired Art Exhibit Unveiled at LGB

A new pandemic-themed art exhibit was installed on the construction barricades next to the historic terminal, near TSA screening and Baggage Claim. The exhibition by local women artists, commissioned through a partnership between the Airport and Arts Council for Long Beach, reflects uplifting and hopeful messages related to the COVID-19 pandemic. Titled "We Got This: Art in the Time of the Pandemic," 20 pieces were chosen for display. The selected works express hope, shared community, respect for frontline workers and an acknowledgement of the challenges ahead. The artwork will be displayed for at least six months. Funding for the project was provided by the Airport's allocation of the City's Percent for the Arts Program, which sets aside one percent of capital construction funds for the arts. For your viewing pleasure, an online version of the exhibit is available [here](#).



We recently unveiled a new art exhibit expressing hope, shared community, respect for frontline workers and an acknowledgement of the challenges ahead. The 20 pieces are on display in various locations.

New \$20 COVID-19 Testing Available for LGB Passengers and Employees

COVID-19 testing is an important tool for healthy and safe air travel and we're pleased to introduce a new business partner, CityHealth Urgent Care, to offer drive-through COVID-19 tests. Their services are available for all ticketed LGB travelers, Southwest passengers from any departing airport and LGB employees for as low as \$20, with guaranteed test results within 48 hours. CityHealth, in collaboration with Southwest Airlines, joins Worksite Labs, which has provided testing for Hawaiian Airlines passengers at LGB since January. Both providers offer services by appointment only and are listed as approved testing partners with the State of Hawaii. They are located across from the Cell Phone Waiting Lot and continue LGB's commitment to a convenient and easy experience for our travelers. Please note that all employees of Airport tenants are invited to use either CityHealth or Worksite Labs!



LGB Slated to Receive \$15M in Federal Support

Last month, President Biden signed the American Rescue Plan Act (ARPA) into law. This substantial and significant piece of legislation sets aside \$8 billion for airports. Although the final number has yet to be determined, we expect LGB will receive about \$15 million. As with previous stimulus funds we received, the money will support Airport operations and debt obligations over the next year.

ARPA funds also include a concessionaire relief component to allow the Airport to provide rent relief to its concessionaires. As the travel industry continues to recover, the receipt of these funds will further improve the Airport's financial position and will support the continued phasing of the Airport's Terminal Area Improvement Program. To learn more about the City of Long Beach's plan to fund economic, public health and fiscal initiatives for Long Beach residents, business owners and workers critically impacted by the COVID-19 pandemic, click [here](#).

Video: Behind-the-Scenes Tour of Phase II Construction Site

Recently, I toured the Phase II construction site and recorded a behind-the-scenes tour, so you can see the incredible progress we're making. From an operational and passenger experience perspective, these improvements will be truly transformational. The video is under four minutes and can be viewed by clicking [here](#) or by using the QR code below.



Open the camera app on your phone and focus on the QR code by gently tapping the code.
Click on the prompt to open the video in YouTube.

LGB Commemorates Women's History Month

Last month, we celebrated Women's History Month and illuminated our historic terminal in purple lighting to commemorate International Women's Day. LGB is fortunate to hold an esteemed place in aviation history, from our association with Rosie the Riveters and pilots during the WWII era like Barbara London, to modern day pilots such as former United States Air Force Lt. Col. and former NASA research pilot, Kelly Latimer, who now pilots Virgin Orbit's Cosmic Girl. In case you missed our social media campaign, which highlighted women who played a pivotal role in the history of aviation in Long Beach, I invite you to visit our Facebook, Instagram and Twitter pages @LGBAirport.



Seen at the LGB Scene

Our terminal lighting really brightens our customer experience! In addition to recognizing International Women's Day with purple lights last month, we celebrated St. Patrick's Day!



Construction Update

Our Phase II Terminal Area Improvement Program is important for the modernization of our Airport. The Checked Baggage Inspection System (CBIS) building is about 70% complete. Last month, the exterior plaster and final brown finish coat were completed, electrical installation continued, the baggage make-up carousel wiring for lighting was installed and the roll-up door installation was completed.

Our new Ticketing Lobby is about 25% complete. We moved forward with water and sewer line installation and infrastructure utilities such as electrical and IT conduits. Workers placed 300 tons of sand as bedding material before installing the slab on grade form, which forms the building area. Once final rebar installation is complete, we'll proceed with concrete slab placement.



Electrical vault demolition



Sand delivery



Curb form construction

The Taxiway B Improvement Project, which started in January, made progress in lime treating the subgrade of the future Taxiway E shoulders and mainline. The project is on track to begin work on the new asphalt concrete taxiway pavement this month. If you're on the airfield, you may see the Taxiway J tie-in work that will result in the partial closure of TWY J through the end of April.



Taxiway B (future Taxiway E) reconstruction is underway and expected to be completed in summer 2021.



Lime treating subgrade shoulder



Installation of airfield electrical infrastructure

February Commercial Flight Activity Stats

Airline passenger traffic at LGB decreased 81.6 percent in February 2021 compared with the same period in 2020; LGB served 51,305 passengers in February 2021. Total air cargo carried by aircraft, both inbound and outbound, decreased 36.3 percent in February 2021 compared to the same time the previous year; 936 tons passed through LGB in February 2021.

Commercial Flight Activity Report February 2021

	February 2021	February 2020	% change	YTD 2021	YTD 2020	% change
Passenger Traffic						
Enplanements	25,404	138,127	-81.6%	45,464	282,353	-83.9%
Deplanements	25,901	139,972	-81.5%	47,095	283,816	-83.4%
Total Passenger Traffic	51,305	278,099	-81.6%	92,559	566,169	-83.7%
Total Air Cargo (Tons)	936	1,470	-36.3%	1,927	3,198	-39.7%

Definitions:

Passenger Traffic – Number of airline passengers both enplaned (departures) and deplaned (arrivals)

Air Cargo – Cargo carried by commercial aircraft, both inbound and outbound

Administrative Office Closures

Long Beach Airport administrative offices have been closed on alternating Fridays as part of the furlough period scheduled to end September 30, 2021. As you may have heard, on March 16, City Council approved a plan to end furloughs, but we are waiting for further guidance from the City Manager's office. Unless directed otherwise, LGB administrative offices will be closed on the following days:

- Friday, April 2
- Friday, April 16
- Friday, April 30